

Overview

With the rapid proliferation of high-speed Internet services in the U.S. in the last decade, service providers must face the challenge of answering customer inquiries related to third party devices. According to The Diffusion Group, digital homes will grow to almost 50 million by 2010, comprising more than 45 percent of all U.S. households. Service providers who are unsure where to draw the line run the risk of diminishing their customer's experience if they are unable to properly answer questions about third party devices.

OneSupport Help Desk

As a result of the increased demand for support for third party devices, teleNetwork has developed a premium support help desk solution called OneSupport for broadband service providers. teleNetwork's OneSupport help desk enhances the value of your products and services and sets you apart in the marketplace by giving your customers one place to call for all of their technical support needs. Instead of shuffling customers from one help desk to another, OneSupport gives customers one number to call for assistance with third party devices.

teleNetwork's OneSupport help desk solution includes premium technical support services for:

- ◆ Home Networks
- ◆ Virus and Spyware Removal
- ◆ PC Tune-Up and Maintenance
- ◆ Peripheral Support
- ◆ Hardware and Software Support

Business Case

By partnering with teleNetwork, service providers can convert their Internet help desk into a revenue generating profit center while creating a closed loop customer support experience. This approach eliminates the customer's reliance on 3rd party vendors to fully support their digital home. OneSupport offers the following benefits to service providers and their customers:

1. Convenience of receiving premium technical support without taking their PC to a 3rd party or inviting a stranger into their home
2. Customers can conveniently pay for this service on their monthly billing statement
3. Customers can receive the same level of support they would in person using remote support software over the Internet
4. Customers can call a U.S. based technician who will brand the call as the service provider vs. an offshore call center who might confuse or frustrate them
5. Differentiate a service provider's HSI offering from competitors by offering premium technical support services

To learn more about teleNetwork's OneSupport Help Desk solution, please visit us at www.telenetwork.com or contact our sales team directly at 512.707.3111.